

National Park System 2002 Visitor Survey Card Data Report



Introduction

To assist the National Park Service in complying with the Government Performance and Results Act (GPRA), a visitor survey was conducted in 329 units of the National Park System in FY02. The survey was developed to measure each park unit's performance related to NPS GPRA Goals IIa1 (visitor satisfaction) and IIb1 (visitor understanding and appreciation).

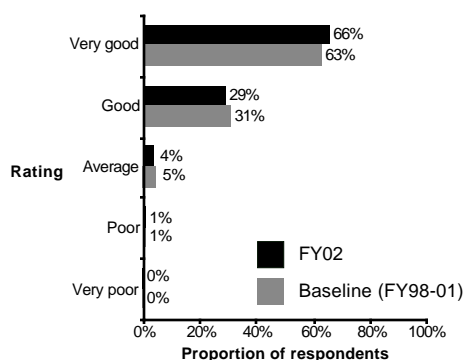
The results of the Visitor Survey Card (VSC) survey are summarized in this data report. A description of the research methods and limitations is on the back page.

Below (left) is a graph summarizing visitor opinions of the "overall quality of facilities, services, and recreational opportunities" in the system. This graph compares FY02 data (shown in black) with a four-year baseline data (FY98-01) shown in gray. The satisfaction measure below this graph is a combined percentage of "good" and "very good" responses. This is the primary performance measure for Goal IIa1. (The satisfaction measure may not equal the sum of "very good" and "good" percentages due to rounding.)

Below (right) is the FY02 GPRA reporting measure for Goal IIa1. The percentage included in the box should be used for reporting GPRA Goal IIa1 performance. The systemwide response rate was 26%.

Overall quality of facilities, services & recreational opportunities

FY02: 304 parks; 26990 respondents



FY02: Satisfaction measure: 95%
Average evaluation score: 4.6

Understanding the Results

Inside this report are graphs that present the combined survey results for the National Park System. The report contains three categories of data—park facilities, visitor services, and recreational opportunities. Within these categories are graphs for each indicator evaluated by park visitors. For example, the park facilities category includes indicators such as visitor center, exhibits, restrooms, and so forth. In addition, responses for indicators within each category are averaged into a combined graph for the category (e.g., combined park facilities).

Each graph includes the following information:

- the number of parks and visitor responses for the indicator;
- FY02 data (black), and baseline data (gray);
- the percentage of responses which were "very good," "good," "average," "poor," and "very poor;"
- a satisfaction measure that combines the percentage of total responses which were "very good" or "good;" and
- an average evaluation score (mean score) based on the following values: very poor = 1, poor = 2, average = 3, good = 4, very good = 5.

Very
Poor 1 2 3 4 5 Very
Good

The higher the average evaluation score, the more positive the visitor response.

FY02 GPRA Reporting Measure for Goal IIa1

Percentage of park visitors satisfied overall with appropriate facilities, services, and recreational opportunities:

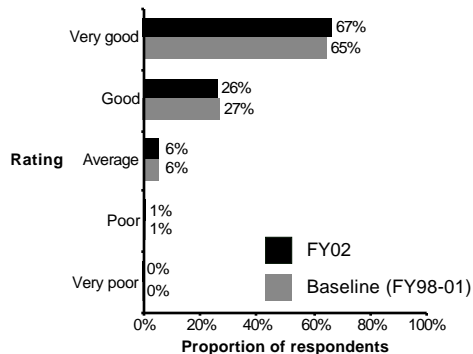
95%



National Park System Park Facilities

Visitor Center

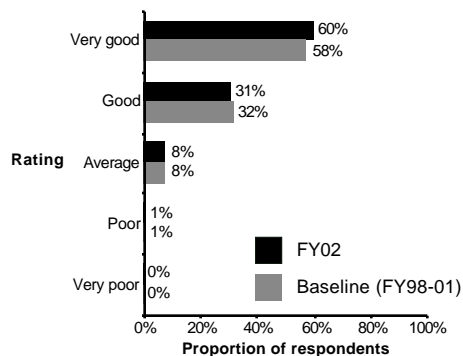
FY02: 304 parks; 26055 respondents



FY02: Satisfaction measure: 93%
Average evaluation score: 4.6

Exhibits

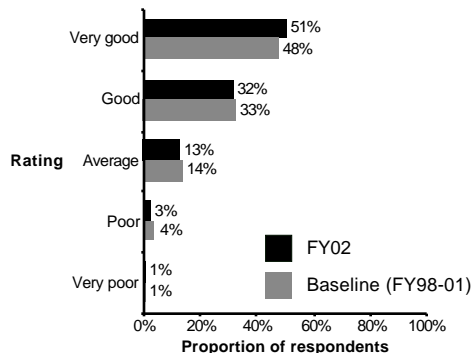
FY02: 304 parks; 26206 respondents



FY02: Satisfaction measure: 91%
Average evaluation score: 4.5

Restrooms

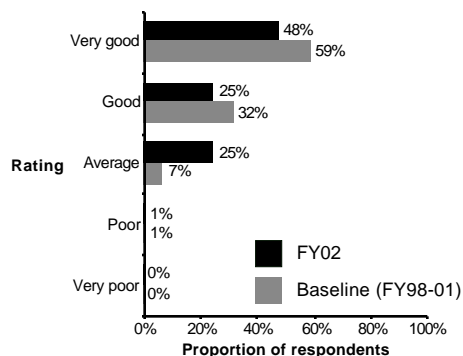
FY02: 304 parks; 23885 respondents



FY02: Satisfaction measure: 83%
Average evaluation score: 4.3

Walkways, trails, and roads

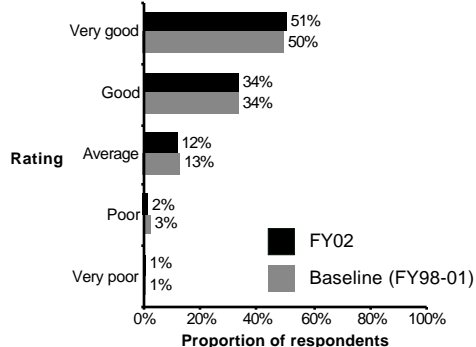
FY02: 304 parks; 32217 respondents



FY02: Satisfaction measure: 73%
Average evaluation score: 4.2

Campgrounds and/or picnic areas

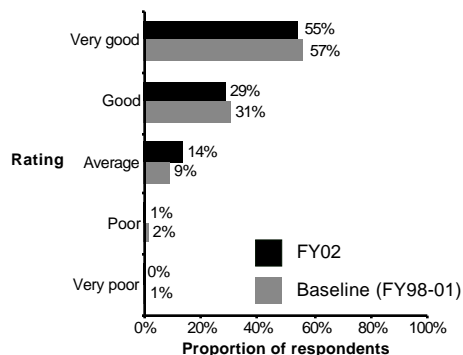
FY02: 304 parks; 11211 respondents



FY02: Satisfaction measure: 85%
Average evaluation score: 4.3

Combined park facilities

FY02: 32217 responses (based on 5 indicators)



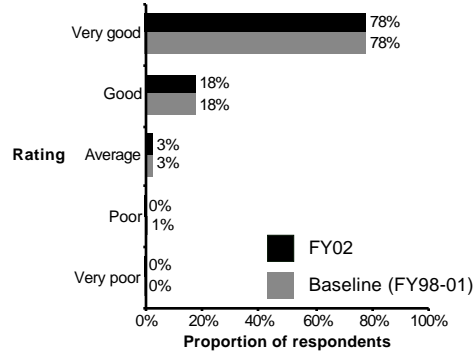
FY02: Satisfaction measure: 85%
Average evaluation score: 4.4

National Park System Visitor Services



Assistance from park employees

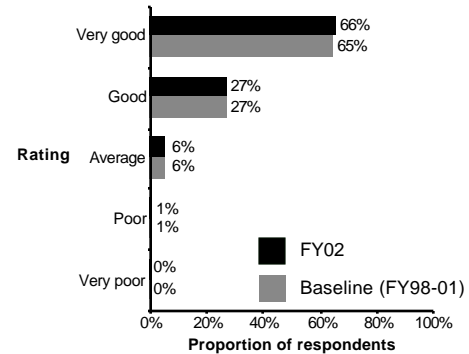
FY02: 304 parks; 26804 respondents



FY02: Satisfaction measure: 96%
Average evaluation score: 4.7

Park map or brochure

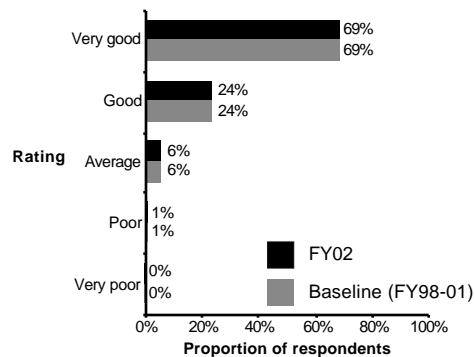
FY02: 304 parks; 24943 respondents



FY02: Satisfaction measure: 93%
Average evaluation score: 4.6

Ranger programs

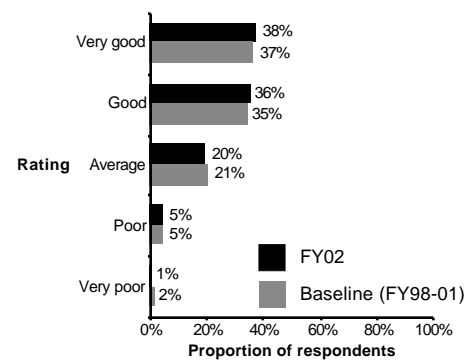
FY02: 304 parks; 13950 respondents



FY02: Satisfaction measure: 93%
Average evaluation score: 4.6

Commercial services in the park

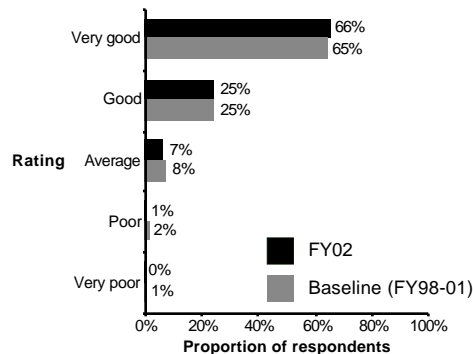
FY02: 304 parks; 13186 respondents



FY02: Satisfaction measure: 73%
Average evaluation score: 4

Combined visitor services

FY02: 26804 responses (based on 4 indicators)



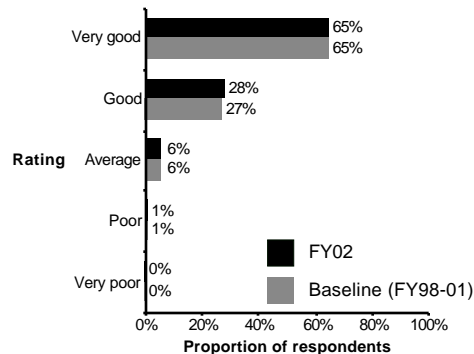
FY02: Satisfaction measure: 91%
Average evaluation score: 4.5



National Park System Recreational Opportunities

Learning about nature, history, or culture

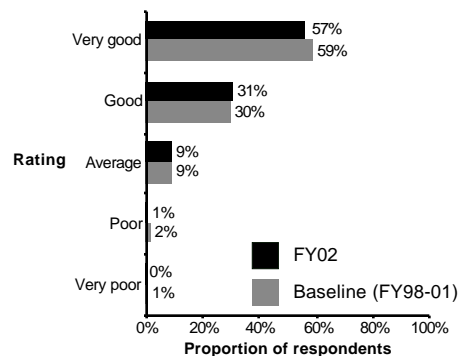
FY02: 304 parks; 23776 respondents



FY02: Satisfaction measure: 93%
Average evaluation score: 4.6

Outdoor recreation

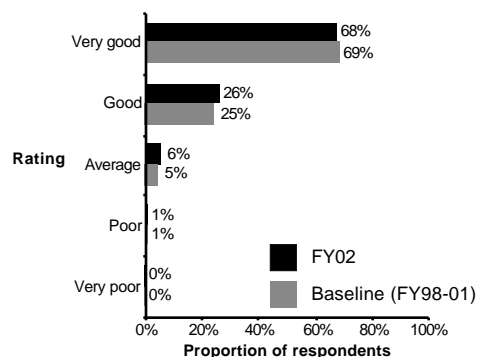
FY02: 304 parks; 12715 respondents



FY02: Satisfaction measure: 89%
Average evaluation score: 4.4

Sightseeing

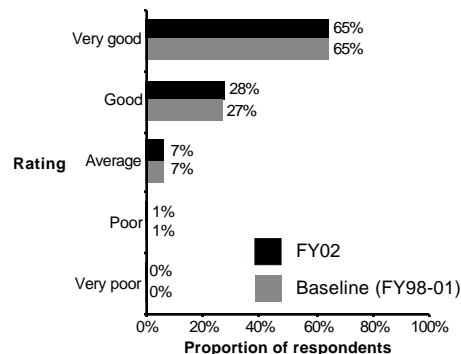
FY02: 304 parks; 23383 respondents



FY02: Satisfaction measure: 94%
Average evaluation score: 4.6

Combined recreational opportunities

FY02: 23776 responses (based on 3 indicators)



FY02: Satisfaction measure: 92%
Average evaluation score: 4.6

Research Methods

Survey cards were distributed to a random sample of visitors in 329 units in the system during the periods from February 1- August 31, 2002. At each park, visitors were sampled at selected locations representative of the general visitor population.

Returned cards were electronically scanned and the data analyzed. Responses from individual parks in the system were combined into one dataset. Data from parks with less than 30 returned cards, or from park with discrepancies in the data collection methods, were omitted from this report. Frequency distributions were calculated for each indicator and category.

All percentage calculations were rounded to the nearest percent. Therefore, individual percentages in each graph may not add to 100 percent. The response rate was calculated by dividing the total number of returned survey cards by the total number of survey cards distributed. The sample size ("N") varies from figure to figure, depending on the number of responses.

The results do not necessarily apply to visitors during other times of the year, to park visitors who did not visit the survey locations, or to park units in the system that did not participate in the survey.